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ABSTRACT

This training manual describes and explains the variety of tasks performed by the Stack Maintenance Student Aides in Benjamin Rosenthal Library. A list of the stack maintenance personnel, the floor directory, student aide requirements and procedures, time sheets, notes on telephone etiquette, procedures for locating and shelving books, an overview of the Library of Congress Classification System, and directions for loading library carts, clearing the book depositories and hold shelves, using the book finder terminal, and arranging and understanding call numbers are included. (MAB)

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BENJAMIN ROSENTHAL LIBRARY

STACK MAINTENANCE
STUDENT AIDE TRAINING MANUAL
AND HANDBOOK

Revised 11/89
Suzanne Katz, Librarian

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Suzanne Katz

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STACK MAINTENANCE PERSONNEL

Stack Maintenance Office Room 417 A
Telephone Number (718) 997-3730

Mrs. L. Dunayer, Supervisor
Mrs. S. Camy, Assistant to the Supervisor
Mrs. E. Hammer
Mrs. M. Healy
Mrs. S. Rodriguez
Mrs. A. Ruby

Suzanne Katz, Librarian
Office: Room 304 A
Telephone Number: (718) 997-3705

FLOOR DIRECTORY

LEVEL 6 ART LIBRARY (N)

LEVEL 5 CIRCULATING BOOKS (P-Z)
OVERSIZE
BOOK FINDER TERMINAL

LEVEL 4 SERVICE DESK
BOOK FINDER TERMINAL
ARRANGING ROOM - ROOM 417
STACK MAINTENANCE OFFICE - ROOM 417 A
STACK LOCKER ROOM/BULLETIN BOARD
CIRCULATING BOOKS (A-L, EDUC - N & M)
OVERSIZE
ENGLISH AS A SECOND LANGUAGE
JUVENILE BOOKS

LEVEL 3 SUZANNE KATZ, LIBRARIAN - ROOM 304 A
BOOK DEPOSITORIES
HOLD SHELF
INFORMATION DESK
CIRCULATION DESK
CARD CATALOG
LEISURE READING COLLECTION
REFERENCE COLLECTION
GOVERNMENT DOCUMENTS
EDUCATION CURRICULUM CENTER
PAMPHLET FILE

LEVEL 2 RESERVE LIBRARY
READING ROOM

LEVEL 1 PERIODICALS
MICROFORM CENTER

STUDENT AIDE REQUIREMENTS AND PROCEDURES

WELCOME TO THE LIBRARY! We hope that your employment here will be a long and pleasant one. The Stack Maintenance Student Aides perform a variety of tasks. This manual will describe and explain what these tasks are. Please keep your copy so that you can refer to it while you are employed with us. In addition to important names and telephone numbers, it contains procedures and obligations which we wish to bring to your attention.

1. As a Stack Maintenance Student Aide you are expected to follow the department's procedures and regulations in cooperation with the supervisory staff. These procedures and regulations are formulated to insure an efficiently run library.
2. All Student Aides record the time they work on a time sheet. Page 5 of this manual describes how to fill it out.
3. You are paid on the third or fourth Thursday of the month following the month in which your work has been performed.
4. If you are sick or unable to come to work during your scheduled time, it is very important that you telephone the Stack Maintenance Supervisor at (718) 997-3730. Weekend students must call (718) 997-3702. These hours can be made up with the Supervisor's approval. Excessive absenteeism and lateness can result in dismissal.
5. Hours during finals week can be rescheduled so as not to conflict with your exams. This is to be arranged with the Supervisor.
6. The Stack Maintenance Staff encourages your ideas, comments and suggestions in regard to your employment in the library. There is a notebook available for you to write your comments at the Service Desk on Level 4. Please submit your comments about the library in general in the suggestion box at the Information Desk.
7. The locker room is for your use. Since there are not enough lockers for everyone, please use a locker during the time you work. Bring your own lock and take the lock off when you are finished for the day. Also, please make sure you read the bulletin board for important announcements and answers to your comments and suggestions.

8. Eating, smoking and studying is not permitted while working.
9. Head phones are permitted to be worn while working provided that the volume is low.
10. Telephones are to be used for library business only. If you need to make a personal call, there are four pay phones in the library lobby.
11. It is important to keep your voice down in the stacks at all times so as not to disturb library patrons.

TIME SHEETS

It is extremely important that you follow these instructions regarding time sheets. Failure to do so may result in NON-PAYMENT.

1. Date your time sheet for the complete two week period (three weeks for work study program) corresponding to the dates on top of the sheet next to your name and sign in INK ONLY.
2. Your time sheet must be signed in order for you to be paid.
3. Enter your daily working hours and initial each entry.
4. If you work more than once on any one day, enter all hours the last time you work, rather than handling the time sheet more than once a day.
5. BREAKS - You must notify the Stack Supervisor when you take your break and when you return.

SCHEDULE OF BREAKS ARE AS FOLLOWS:

- 3 Hours Work - No Break
- 4 Hours Work - 15 Minute Break
- 5 Hours Work - 15 Minute Break
- 6 Hours Work - 1/2 Hour Lunch Break plus 15 Minute Break
- 7 1/2 Hours Work - 1/2 Hour Lunch Break plus 15 Minute Break

QUEENS COLLEGE
OF THE CITY UNIVERSITY OF NEW YORK

PERSONNEL OFFICE

SAMPLE

DAILY ATTENDANCE

STUDENT AIDE

NAME Stella Blue DEPT 455 PERIOD FROM 9/13 TO 9/26 1990

B/L ☐ COLL. ASST.

DATE	DAY	REGULAR SCHEDULE				Daily Hrs.	Wkly Hrs.	COMMENTS	EMPLOYEE INITIALS	SUMMARY OF BI WEEKLY TIME To be completed by Supervisor
		In	Out	In	Out					
9/13	THU	2	5			3				TOTAL HOURS WORKED 11
	FRI									
	SAT									
	SUN									
9/17	MON	10	3			5				HOURS ANNUAL LEAVE TO BE PAID THIS PERIOD
	TUES									
	WED									
	THU									
9/21	FRI	9	10	1	3	3				HOURS SICK LEAVE USED
	SAT									
	SUN									
	MON									
	TUE									TOTAL 11
	WED						3			

I certify that the above stated times are accurate
I fully understand that any falsification of time
subjects me to disciplinary action.

The above stated times are accurate to the best
of my knowledge. If knowingly I have permitted
any falsification of this time sheet, I can be held
responsible.

Stella Blue

Suzanne Katz

TELEPHONE ETIQUETTE

The telephone in the Stacks must be answered promptly and courteously. Identify yourself so that the person calling will know they have reached the right area.

Example: "Library Stacks, Andy speaking."

There is always a pen and paper near the phones to take down a message. If the call is other than an "NOS" (see p. 7) and the Supervisor is not available, take a message. Ask for the name and number of the person calling:

Example: "Mrs Dunayer is away from her desk at the moment.
May I have your name and number and I will have
her call you back."

N.O.S. (NOT ON SHELF) - HOW TO CHECK A BOOK FOR THE CIRCULATION DESK

If someone from the Circulation Desk calls up to see if a book is on the shelf, follow this procedure:

1. Write call number and zebra on slip of paper.
2. Repeat number to caller, emphasize letters such as, B -- as in baby, T -- as in Tom.
3. Get caller's name.
4. First check on the shelf where the book should be. If it is not there, check the rest of that shelf and the shelves immediately above and below in case it has been a bit misshelved.
5. Check the arranging room - Room 417.
6. Check trucks ready to be shelved outside of the arranging room.
7. If the book is not in any of these places, call Circulation Desk, ask for the caller and tell her the book is "NOS" (NOT ON SHELF). It is important to call back promptly because the patron will be waiting.
8. If the book is found, bring it down to the Circulation Desk and give it to the caller.

LIBRARY OF CONGRESS CLASSIFICATION SYSTEM (LC)

- A GENERAL WORKS
- B PHILOSOPHY AND RELIGION
- C HISTORY: AUXILIARY SCIENCES
- D HISTORY AND TOPOGRAPHY (except America)
- E HISTORY: AMERICA (general) AND U.S. (general)
- F HISTORY; U.S. (local) and AMERICA (except the U.S.)
- G GEOGRAPHY AND ANTHROPOLOGY
- H SOCIAL SCIENCES: ECONOMICS AND SOCIOLOGY
- J POLITICAL SCIENCE
- K LAW
- L EDUCATION
- M MUSIC
- N FINE ARTS
- P LANGUAGE AND LITERATURE
- Q SCIENCE
- R MEDICINE
- S AGRICULTURE - PLANT AND ANIMAL INDUSTRY
- T TECHNOLOGY
- U MILITARY SCIENCE
- V NAVAL SCIENCE
- Z BIBLIOGRAPHY AND LIBRARY SCIENCE

SHELVING

Part of your job as a Student Aide in the stacks is to arrange and shelve returned books in call number order. This is one of the most important jobs in the Library! If books are not shelved properly, our library patrons will not be able to find the material they need. To arrange and shelve accurately, you must understand how to read a call number.

LIBRARY OF CONGRESS SYSTEM - All books in the library are classified in this system. See page 8 for a breakdown of the classes).

Read the call number line by line.

1. The first line is shelved alphabetically.

Example:	BF		H
	626	shelved before	31
	RB		L42

2. The second line is shelved in numerical order. This number is sometimes a decimal number.

Example:	QC		QC
	3	shelved before	12
	L13		L4
	HG		HG
	39.5	shelved before	391
	M42		P34

3. The third line has letters and numbers. Read it alphabetically, then numerically. Treat each number as a separate digit, not as a whole number.

Example	BF		BF
	93	shelved before	93
	C12		C5 (1 is smaller than 5)
	QA		QA
	5	shelved before	5
	L49		L6 (4 is smaller than 6)
	HC		HC
	335	shelved before	335
	S6753		S676 (5 is smaller than 6)

4. When there is more than one copy of a book and/or more than one volume of a book, shelve in chronological order.

ESL		ESL
PE		PE
1128	shelved before	1128
S21745		S21745
1980		1980
V. 1		V. 2

EDU		EDU
MT	shelved before	MT
U5R85		U5R85
1970		1970
C. 2		C. 3

5. If there is more than one edition of a book, the latest edition will include a year in the call number. The older edition is shelved before the newer one.

QA		QA
36	shelved before	36
H42		H42
		1983

PQ		PQ
246	shelved before	246
K89		K89
1984		1989

EXAMPLES OF CALL NUMBERS

You will be working with a variety of library materials. The following is a sample of the different call numbers that you will come across.

A. PERIODICALS

The call number is located on a yellow label which is on the spine of the periodical or on the front cover.

Example:

RC 5057 T8

B. BOOKS

1. LEVEL 3

<u>Reference Books:</u>	REF	REF	ATLAS
	Z	HG	CASE
	695	1615	G
	D8	S57	1466
		1986	.C5
			R6
			1972

Government Docs: Y 3.B47/2:2C76/7
LC 19.11:C118
MS 1.2:IN8/2

Indexes Table
 17

E.C.C. 36 - 49 C.1

Pamphlets Hispanic Americans
 Insurance, Unemployment
 Annual Report - Dun & Bradstreet Co.

2. LEVEL 4

BF	ESL	EDU	OVERSIZE
173	PE	N	JK
F625	1128	85	468
C.5	S21745	L6	I6
	1980	1964	S525
	V.1	C.3	1976
	C.1		

JUV	EASY	TEXT
K94A	JUV	81
C.2	N218I	LcN
		Gr.9
		T/E
		C.2

3. LEVEL 5

S	PO	OVERSIZE
494.5	2615	PN
A4A34	A25	1998
	P4	A3
	1920	T75813
		1987

Z	QC
695	23
D8	A8
C.2	V.3

4. LEVEL 6

ART	ART
REF	A
ND	29
481	J114

ART
ND
864
P27

ART
ND
293
K4

JUVENILE COLLECTION

1. JUV, NON FICTION

JUV	JUV	JUV
970.1	636.089	636.089
F615R	M466V	C738W

2. JUV, FICTION

JUV	JUV	JUV
K94A	D24P	L24S
c.2		

3. EASY JUV, NON FICTION (Yellow Label on Spine)

EASY	EASY	EASY	EASY
JUV	JUV	JUV	JUV
811	914	811	534
K97R	A615A	V284N	W365S
	c.1		

4. EASY JUV, FICTION (Yellow label on spine)

EASY	EASY	EASY
JUV	JUV	JUV
N218I	A216M	K85.75W

5. BIOGRAPHY

JUV	JUV	JUV
B	B	B
Q6W	R627W	P779A

6. REFERENCE

REF	REF	REF
JUV	JUV	JUV
B858C	C554S2	G778A

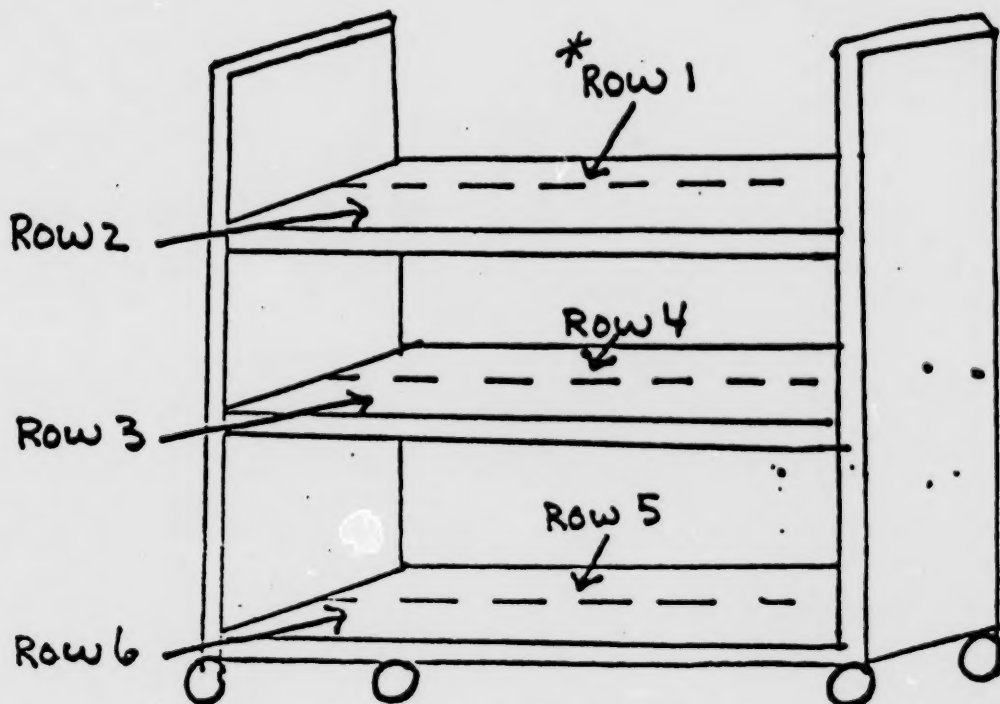
ARRANGING ROOM

The Arranging Room is located in Room 417. It is here that the books are put in call number order and then loaded on trucks. After a truck is loaded, (see page 15 on how to load a truck) it is placed outside of the arranging room. Each truck is dated and lined up in chronological order.

HOW TO LOAD A TRUCK

Row 1 MUST face the same direction as Row 2

Row 4 and 5 face opposite from Row 3 and 6



BOOK DEPOSITORIES AND HOLD SHELF

Part of the morning activities is to empty the Book Depositories and to clear the Hold Shelf.

BOOK DEPOSITORIES

There are 3 Depositories that have to be emptied.

- 2 located outside at the main entrance of the Library - Circulating Books and Reserve Books.
- 1 located inside the Information Desk.

There is a book bin marked DEPOSITORY BOOKS at the Circulation Desk. Use this bin when you empty the depositories. Please make sure that the Reserve books are put on top of the pile. These books require special attention. Please inform the staff at the Circulation Desk when you bring back the filled book bin.

HOLD SHELF

Books can be left on the hold shelf for 3 days only. Books left there for more than 3 days are to be removed - place them in the Depository Books bin. In addition, please remove any reference materials and periodicals.

BOOK FINDER TERMINAL

The Book Finder Terminal tells you the status of a book (on shelf, checked out). There is one located on the Service Desk on Level 4 and Level 5. It is important to know how to use the terminal so that you can assist library patrons and for your own use. A detailed set of instructions is located at each terminal.

BRIEF INSTRUCTIONS

1. HOW TO FIND A BOOK BY CALL NUMBER

- (a) Press F1
- (b) Key in complete call #
 - Don't worry about upper/lower case or punctuation
 - If call number includes a date, press F4 and key in date

2. HOW TO FIND A BOOK BY AUTHOR

- (a) Press F3
- (b) Key in Author's last name
- (c) Skip a space
- (d) Key in Author's first name or initial
- (e) Press F5

3. HOW TO FIND A BOOK BY TITLE

- (a) Press F2
- (b) Key in first words of title
- (c) Press F5

WORK SHEET

Please put the following groups of call numbers in order by numbering 1 to 4.

— B 1471 L4	— C 651 A3	— BR 234 D5	— CT 544 A2
— PR 371 C29	— PR 371 J43	— PR 372 A91	— PR 371 J402
— QL 931 K47	— QL 756 T48	— QL 756.1 J23	— QL 931 K47 1981
— DS 485 B86	— DS 481 A15 1968	— DS 481 N25 C.1	— DS 481 N25 C.2
— ART NA 85.5 A35	— ART NA 85.5 B6	— ART NA 85.5 B55	— ART NA 85.5 R55
— EASY JUV 811 K97R	— EASY JUV 914 A615A C.1	— EASY JUV 811 V284N	— EASY JUV 534 W365S